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1988

FAMILY SERVICES 1988

of Hamilton-Wentworth, Incorporated




URBAN MUNICIPAL

SEP 6 1988

GOVERNMENT DOCUMENTS

Sixty-Fifth Annual Meeting



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FAMILY SERVICES OF HAMILTON-WENTWORTH

SIXTY-FIFTH ANNUAL MEETING

Tuesday, June 21, 1988
12:00 Noon

3rd Floor, Elizabeth Bagshaw Centre
350 King Street East
Auditorium Room A & B

AGENDA

1. CALL TO ORDER :Mr. Paul Cannon, Vice President
2. GREETINGS FROM THE COMMUNITY
3. PRESENTATION OF ACCREDITATION CERTIFICATE FROM THE
ONTARIO ASSOCIATION OF FAMILY SERVICE AGENCIES: Mr. Jim
Gallagher
4. APPROVAL OF MINUTES OF 64TH ANNUAL MEETING,
THURSDAY, JUNE 16, 1988.
5. ANNUAL MESSAGE OF THE EXECUTIVE DIRECTOR: John Vedell
6. RATIFICATION OF BOARD ACTIONS SINCE LAST ANNUAL MEETING
7. FINANCIAL REPORT: Mr. Frank Boutzis, Treasurer
8. ELECTION OF AUDITORS
9. BY-LAW CHANGES
10. REPORT OF NOMINATING COMMITTEE: Mr. Paul Cannon
11. ELECTION OF OFFICERS AND DIRECTORS
12. ADJOURNMENT

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PRESIDENT'S REPORT

Another annual report -- reporting yet another busy year. The organizational change process, started two years ago, is continuing, now with more ease. Our four managers, new at their jobs last year, are now more experienced, and problems - when they occur - can be solved using that experience. Change is ever with us and will continue, based firmly on, with proper planning.

During the past year the Board's Program and Planning Committee developed a Service Evaluation Policy that was adopted by the Board. This will enable us to conduct in an orderly fashion an ongoing evaluation of all our programs, as well as special in-depth evaluations of selected programs. We hope it will prove to be a good planning tool as well. This Committee has now undertaken to develop a long range plan for the Agency. A Board/staff planning retreat was a jor first step in that process.

Last summer we began a self-study in preparation for reaccreditation of our Counselling Program by the Ontario Association of Family Service Agencies (O.A.F.S.A.). Counselling was examined in depth along with the Agency's administration, Board and Committee structure, funding, and our relationships within the community. The process culminated in a two day on-site visit by peer reviewers. A four year accreditation was approved by the O.A.F.S.A. Board in March. The certificat is being presented at this Annual Meeting.

During the summer we reached a three-year Collective Agreement that included the results of our previous Job Evaluation and Classification study. The Agreement commits us to an orderly upgrading of salaries over a three period ending February, 1990.

Our funding procedures, including the United Way's review of our budget, review, took place in the usual way this year for the first time in several years. The procurement of adequate funding will, of course, continue to be a major challenge. Ongoing meetings with all our funders should continue to keep them informed of our services and needs.

We have accomplished a great deal in the past two years. I want to thank all the Board and members of staff who have spent many hours bringing all these changes about in an orderly fashion. I appreciate the support I have received and the Agency is richer for it.

I also wish to thank our funding bodies. It is my hope that we can continue to work collaboratively, and build our programs so that they may serve well the needs of our community.

To outgoing Board members, a special thank you for your time and energy. We are grateful to you. May you maintain your interest in us, your membership in Family Services, and act as our advocate in the Community.

Respectfully,

Sondra Cornett

EXECUTIVE DIRECTOR'S REPORT

The sails are trimmed, the gale has abated, and the boat is firmly on course. This is the simple analogy that comes to mind as I reflect on the past year.

The analogy alludes, of course, to the fact that Family Services of Hamilton-Wentworth Incorporated has successfully stabilized after its passage through the "heavy seas" of organizational review and reorganization.

From the perspective of my sixteen years with the Agency I can state without reservation--and, I hope, without exaggeration and pomposity--that the Agency is currently operating at a very high level of efficiency and effectiveness. As a result of reorganization the responsibilities of six management positions (actually seven, if a former administrative position is taken into account) have been compressed into four.

Meanwhile, the responsibilities attached to the management of Agency programs and administration have not diminished. In fact, they have grown. I am pleased to emphasize that the persons filling the management positions are handling their responsibilities in exemplary fashion. Not only as individuals, but as a team.

Managers can succeed only if the staff members working under and with them also are fully competent in their ability to carry out their responsibilities skillfully and with commitment to the Agency's clients. I am happy to say that this is the case at Family Services.

If our Agency is to fulfill its stated mission, the synergy that operates between staff members and management must extend to the Board of Directors and the community-at-large. It would be presumptuous and unrealistic to suggest that we have accomplished ideal synergy, but it can be said that the level of positive collaboration between staff, management, board and community has risen significantly in the past year. Every indication is that this trend will continue. Indeed, it must if Family Services is to approach and enter the twenty-first century as a viable organization able to meet the changing needs of a changing population.

I wish to make explicit my earlier implicit thanks to all staff members and managers. I extend my congratulations to staff members of the Counselling Program and the Family Violence Treatment Program for their part in meeting the rigorous accreditation standards related to Counselling. Enthusiastic thanks also are due to members of the Board of Directors, and especially the officers of the Board, for their supportiveness and many hours of hands-on leadership during the past year. And, to our funding bodies, I wish to express appreciation of their understanding of the Agency's organizational goals and services, and their evident willingness to provide financial support to the extent possible.

Respectfully,

John A. Vedell

SERVICE PROVIDED

(BRIEF SUMMARY)

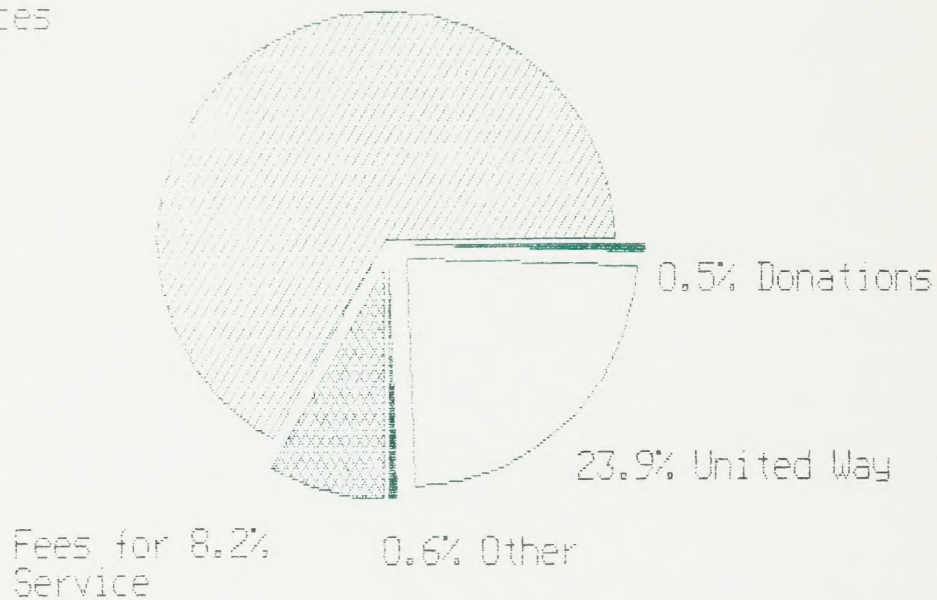
Units of Service reported in hours unless otherwise specified

	1987/1988	1986
TOTAL FAMILIES SERVED	2,767	2,341
FAMILY AND SOCIAL SERVICES		
Family Counselling:		
Counselling Program	5,637	6,718
Dundas Family Medical Group	244	177
Employee Assistance Programs	836	762
Family Violence Treatment Program	1,770	1,180
Family Workers	6,421	5,010
Home Support Services for the Elderly (Volunteer contact with clients)	3,208	2,065
Public Education, Training, Community Services:		
Family and Social Services (excludes E.A.P. and Family Violence Programs)	431	448
Employee Assistance Programs	358	538
Family Violence Treatment Program	275	203
TOTAL HOURS OF SERVICE	<u>19,180</u>	<u>17,101</u>
FAMILY LIFE PROGRAM		
Parent groups - client/group sessions	1,791	1,728
Pre-school - half days	12,492	12,730
CREDIT COUNSELLING	1,972	1,733
YOUTH RESIDENCE - resident days	2,845	3,415
COMMUNITY SERVICES		
Services to individuals, groups and institutions in the community (all programs exclusive of Family and Social Services)	1,063	960

- NOTE:
1. 1986 data reflects a calendar year; 1987/88 data is reported for April, 1987 through March, 1988.
 2. The reduction in counselling hours compared with 1986 is due solely to a number of position vacancies during the year. The waiting period for counselling indicated a continuing high demand for counselling services.
 3. A full and complete record of client data, intake, and services rendered is available on request.

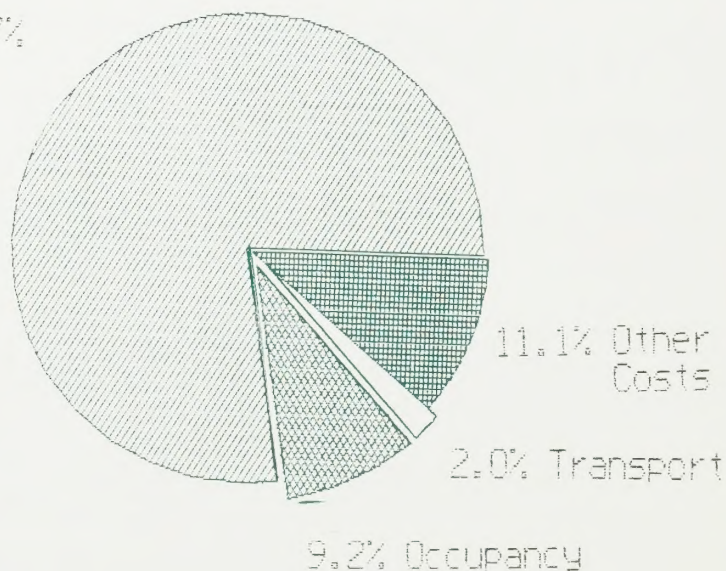
INCOME AND EXPENDITURE ANALYSES APRIL 1987 THROUGH MARCH 1988

Government 66.8%
Sources



Income April 1987 Through March 1988

Personnel 77.7%
Costs



Expenditures April 1987 Through March 1988

CONDENSED FINANCIAL OPERATING STATEMENT

	1986	1987/1988
INCOME		
Government Sources	\$1,215,864	\$1,326,059
Fees for Service	164,564	161,719
Donations/Fundraising	43,196	9,403
Other	37,086	12,599
United Way	434,150	475,000
TOTALS	\$1,894,860	\$1,984,780
EXPENDITURES		
Personnel Costs	\$1,434,184	\$1,527,333
Occupancy	156,101	181,710
Transportation	41,979	39,909
All Others	235,747	217,488
TOTALS	\$1,868,011	\$1,966,440
SURPLUS/DEFICIT	\$ 26,849	\$ 18,340

NOTE:

1. 1986 date reflects a calendar year.
2. Above data is drawn from detailed financial statements audited by Coopers and Lybrand. The complete audited statement is available upon request.
3. Of the 1987/88 surplus \$12,141 was generated by non United Way projects of the 1986 surplus \$23,814 was generated by non United Way projects.

HOME SUPPORT PROGRAM

In 1987/1988 the Home Support Program involved approximately forty-seven volunteers during the year who donated approximately 3,208 hours of volunteers service to our elderly clients through Friendly Visiting. This represents a 38.8 per cent increase in volunteer hours over last year! A big thanks was expressed to all of our volunteers, including Board, at our Annual Volunteer Recognition Dinner held in April, 1988. At that time, the first Annual Volunteer of the Year Awards were presented.

The Program's Coordinator, Shirley Jarvis, has taken a leave of absence due to illness. Her absence in the Program has been felt by all including her committed volunteers. Alison Van Duzer has taken up the reins and my sincere appreciation goes to her for her hard work and diligence.

E.A.P. SERVICES

Family Services provides Employee Assistance Programs to eight organizations in the community which include business, industry, government, educational, municipal and service sectors. With the introduction of Manager of Contract Services to the Program we are continuing to make our presence known in an increasingly more competitive market place.

In 1987, three new contracts were acquired of which one is a national E.A.P. contract coordinated by Toronto Family Services and for which our Agency acts as a local service provider. Such cooperative agreements at both a national level through Family Services Canada and Toronto Family Services, and, at a provincial level through the Ontario Association of Family Service Agencies are expected to continue. At our own local level, ongoing negotiations with new and potential customers of our service are in progress.

1987 has been a busy year and one of many changes. My sincere appreciation goes to the staff whose commitment to the Program ensures the high quality services we are able to provide to our customers.

Anna Allevato
Manager of Contract Services
and Special Projects

CREDIT COUNSELLING PROGRAM

Despite the pressure from the increased demand for Credit Counselling my staff continued to provide the quality service which has become their hallmark.

In order to maximize our human and physical resources we began a job sharing experiment in 1987-1988. I am most pleased with the first year's results and look forward to offering other Agency staff flexibility in their work schedules.

Hosting the Ontario Association of Credit Counselling Services' Annual Conference was both a challenge and an honour. Visitors were impressed with both Hamilton and its facilities.

The Agency's Support Staff has persevered through a year with me as their leader. Their loyalty and hard work may go unpraised but not unnoticed. Their understanding and support of the Agency knows no Program boundaries. For their many efforts far beyond that which is required I offer my gratitude.

Art McLean
Manager of Credit Counselling
and Financial Services

YOUTH RESIDENCE AND FAMILY LIFE PROGRAM

One year as Manager of the Young (Family Life Program) and Restless (Youth Residence) has proved the old adage that "a man should be grayer than some of his parts". However, All My Children's Services have survived, perhaps even flourished in, our new environment of restructuring (shuffling?) chaos and peripatetic management. I am in awe of how my staff cope so gracefully with all the pressures -- and with only minimal internalization of developmental delays and conduct disorders. We struggle on in our effort to remain this community's best. Are we whistling in the dark? Are we dancing blindfolded on the edge of cliffs? In this field, we probably always will be ... but at least the whistling is fourteen part harmony and the dancing is done together.

Terry Henry
Manager of Youth Services

ADULT SERVICES

The past year has been filled with a number of challenges but also a great deal of satisfaction. Reaccreditation of the Counselling Program, the initial accreditation of the Family Violence Treatment Program and being part of a newly evolving Management Team have been two of the highlights.

Staff turnover will always occur and new staff bring new skills and energy to the Agency. It has been very gratifying, however, to see a sharp decline in the rate of turnover in the past year. This stability reduces the stress on senior staff and allows each program to mature.

The role of Manager of Adult Services was new and interesting. I am very grateful to the staff who have waited and watched patiently while I decided how to bring the role to life. Each program had to adjust to working with much less immediate management support than in previous years. This job is not finished but some good groundwork has been laid, with staff support.

Jim Shea
Manager of Adult Services

AGENCY STAFF

John A. Vedell

Executive Director

Anna Allevato

Manager of Contract
Services and Special
Projects

Terry Henry

Manager of Child and
Youth Services

Art McLean

Manager of Credit
Counselling and
Financial Services

Jim Shea

Manager of Adult Services

Lorraine Bergeron
Catherine Boyle
Georgina Burley
Francis Charron
Pat Coward
Patricia Crane
Judith Daly
Jayne Del Guidice
Debra Deveau
Deb Enright
Janet Fletcher
Sandra Forbes
Debbie Giannasi
Christine Gilchrist
Anita Guest
Henry Gulabh
Linda Hagenauer
Myra Jean Hare
Wanda Harmon
Jane Howard
Rupa Jani
Shirley Jarvis
Brenda Johnson
Rita Joseph
Sandra Knott
Rosemary Langlois
Leah LaRiviere
Mary Long
Evandra Lopes
Cynthia Lui
Rosemary MacDonald

Elaine McLachlan
Martha McLaughlin
Kelsey Mason
Josephine Mazzoli
Nicholas Mawer
Greg Michell
Mary Mills
Donna Morton
Darlene Mosca
Barbara Nicholls
Carron Nisbet
Janet Paterson
Jim Peluch
Fran Pitilli
Judy Robb
Rita Roch
Donna Rockel
Robert Romberg
Eleanor Routledge
Marian Schorr
Rebecca Schramek
Cheryle Schure
Terry Schwendiman
Mary Smee
Barbara Smith
Joyce Smith
Marty Smith
Doreen Tadros
Wenna Taylor
Kamal Ten Brinke
Nancy Tennent
Denise Thomson
Natalie Thompson
Alison Van Duzer
Joan White
Patricia Whitman
Lois Wildish
Sheona Wilson
Evelyn Young
William Young

FAMILY SERVICES' MEMBERSHIP LIST

ACTIVE

Anna Allevalo	Wanda Harmon	Lesley Russell
Norma Berti	John Hovius	Russell Searle
Donna Burtis	Shirley Jarvis	Dr. W. Seidelman
C.C.A.S. of H-W	Barry McCorquodale	Ingrid Spence
C.A.S. of H-W	D. Irene McCulloch	Dr. D. W. L. Sprung
Church of St. Thomas	Art McLean	Frank Tapuska
Sarah Coombs	Bob McNaught	Brenda Thornton
Rob Darwen	Mission Services of H-W	Alison Van Duzer
Gwen Davidson	Irene Meunier	Trudy VanSchyndel
Margaret Farrar	Donna Morton	John A. Vedell
William Furlong	David Proctor	Janice Wall
John Guest	Reverend Wendy Roy	Sarah Wood
H-W Regional Police		Evelyn Young

SUSTAINING

Benita Behnke	Sondra Cornett	Al Hopkins
Norma Berti	Dr. L. H. Cragg	Joan Jeffrey
Mr. & Mrs. P. Cannon	Vic Harris	Gwenneth Simpson
Boris Chemerys		

CORPORATE

The Coppley Group

LIFETIME

Larry Enkin	Dr. Martin Johns	Leon Price
Don Cannon*	Fern Gue	Canon Joe Rogers
Marilyn Vallance		

* Deceased

MEMBERSHIP FEES

Active Membership - \$20.00
Sustaining Membership - \$100.00
Corporate Membership - \$200.00
Lifetime Membership - \$1,000.00

Charitable donation receipts for income tax purposes will be issued
for ALL contributions

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ONTARIO ASSOCIATION OF FAMILY SERVICE AGENCIES · ONTARIO
ASSOCIATION OF CREDIT COUNSELLING SERVICES · FAMILY SERVICE
CANADA

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